

Canadian Mental Health Association Waterloo Wellington (CMHA WW)

Family Support Options

After Hours and Emergency Protocols

Written by: FSO Coordinator's Group

Approved by: FSO Coordinator's Group

First approved: October 2000

Revised: June 2014

To be reviewed/revised: Every 3 years in Quarter 1

EMERGENCY

- An **EMERGENCY** is an accident or incident where police, fire, or ambulance are required.

Call 911

CRISIS

- A **CRISIS** is when there is imminent risk of physical or emotional harm to the person you serve or others that is not an emergency.
- The HERE247 assists us in accessing a CMHA WW on call crisis worker after hours and on weekends to help with crises. The number to call is:

☎ 1 844 437 3247
(HERE247)

SERIOUS OCCURRENCES

A serious occurrence is an incident that has occurred and resulted in actual harm to a person we serve or to a SSAH Worker while participating in the service, or has the potential to harm the person if not corrected. This can include serious injury or death, any alleged abuse or mistreatment, missing persons, disasters that occur where a service is being provided, serious complaints by or about someone we serve, use of physical restraint, and injury to SSAH Worker as a result of unsafe environment or assault by a person we serve.

HERE 24/7 helps us to access a CMHA WW supervisor or manager so that reporting protocols can be followed. The SSAH Worker should take the following steps.

1. Deal with the emergency or serious occurrence as required.
Call 911 or go to the hospital if needed.
2. Call the family or their emergency contact.
3. Call HERE 24/7 and ask to be connected with the CMHA WW senior person on call in order to report a serious occurrence.
 - Follow the direction given by the Supervisor/Manager.
4. Call the Coordinator (or the CMHA WW staff member providing coverage in his/her absence) and leave a message.

Please note that all accidents / incidents must be reported within 24 hours unless they fall under the Enhanced Serious Occurrence Procedure as noted on page 2 of this document

When reporting a serious occurrence during business hours (Mon – Fri 9 – 5), call your Coordinator.

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Enhanced Serious Occurrence Identification Tool

Enhanced serious occurrence reporting procedures will be followed when a serious occurrence affects clients and/or staff, involves emergency services and/or significant media or public attention is likely or has already occurred. An enhanced serious occurrence must be reported within 3 hours.

Serious Occurrence Category For a complete definition, please refer to the SO Procedures for Service Providers	The incident may be enhanced if...
1. Death of a client	- Suspicious circumstances or negligence could be perceived to have contributed to the death.
2. A serious injury to a client a) An injury caused by the service provider. b) A serious accidental injury. c) A serious non-accidental injury.	- The injury is currently life-threatening . - Suspicious circumstances or negligence could be perceived to have contributed to the cause of the injury.
3. Any alleged abuse or mistreatment of a client	- The incident is an allegation of sexual or physical abuse against staff by a client where the media has become involved.
4. Missing Client.	- The client's age or mental capacity makes him/her especially vulnerable. - A crime is suspected to have occurred in conjunction with the client going missing (i.e. abduction, stolen vehicle, assault on staff). - The service provider contacted the police and an amber alert or a similar public awareness tactic is planned. Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g. missing client has returned).
5. Disaster/Disease	- The incident is a lockdown relating to a serious incident occurring in your service provider location - The incident is an outbreak of a serious contagious disease or virus , such as C. Difficile or SARS. - The incident caused major damage to a service provider's location and will significantly disrupt the delivery of services . Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g. lockdown has been lifted).
6. A complaint about the service provider.	- The individual or group who complained has contacted the media . - A staff member has been arrested for a serious crime that may have affected clients. - The complaint is about a topic that is often covered in the media.
7. A complaint made by or about a client and any other serious occurrences.	- The incident involves serious criminal activity on the part of the client .
8. Physical restraints	- Service provider staff applied a physical restraint and resulted in a life-threatening injury .